



501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601

DEI Memo 20-13

TO: Insurance Coordinators and Human Resource Generalists

FROM: Department of Employee Insurance

RE: Enrollment Reminders

DATE: October 8, 2020

We need your assistance in following provided guidelines that will help the Enrollment Information Branch (EIB) process in a more efficient manner. The below items were previously provided and nothing has changed but please review to ensure you are following these instructions. Following the below steps will expedite processing to ensure members have coverage timely.

Online Enrollment Tool

Clarification on the new online enrollment tool that was announced on [DEI Memo 20-07](#).

- This online tool was created for qualifying events (QEs), transfers, rehires, ACA and exceptions for health, dental and vision.
- Life Insurance DOES NOT utilize this online tool. Do not attach the life insurance application with the health application.
- Do not choose the exception option unless you are attaching a completed exception form.
- Entering information into the online enrollment tool DOES NOT put the information into KHRIS; our staff has several steps, including reviewing of supporting documentation, to follow before it can be approved and processed in KHRIS. Once you enter the information, we can view it within 24 hours so it expedites the enrollment process into KHRIS.
- New hires, for health and life, should still be entered in KHRIS at the agency level.

Open Enrollment (OE) Applications

- Members should be encouraged to enroll for their own benefits online.
- If you receive an Open Enrollment application, it should be entered at the agency level into KHRIS.
- All OE applications must be entered by November 16, 2020.
- If for some reason, you have a large amount that you are experiencing difficulty with, please do not wait until the last minute to contact us for assistance or mail those in a few days before the deadline.

Life Insurance

- Life insurance QEs, transfers and those requesting Optional and Dependent Life plans outside of Open Enrollment or a QE should be mailed in to the Optional Insurance Branch.
- Life insurance beneficiaries should be entered into KHRIS at the agency level.
- DO NOT enter life insurance enrollments in the online enrollment tool mentioned above.